

Welcome to the **Virginia Employment Commission**



Employee Knowledge Center Tutorial

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What Is The Knowledge Center?

At its core, this Learning Management System, referred to as the Knowledge Center is a web-based program that delivers up-to-date training directly from employee's desktops and, from home with any web browser. This important training tool manages the administration of classroom and on-line training which ultimately improves the delivery of training to all agency employees.

More specifically, this system provides employees with the ability to manage their own training. A user can choose from a courseware catalog of on-line and classroom based courses, register for those of interest, automatically request supervisory permission to take the course, and, if an on-line course, complete the course all from his/her workstation.

In addition, employees can access their personal training transcript through the Personal Knowledge Center. The Personal KC lists all training activities that a user started and completed through the site, as well as, historical records. Using the Added Learning Events module the employee can also add training activities such as conferences and workshops that they have registered for outside of the Knowledge Center.

Within the system the user can access resource manuals, publications, and web links related to professional development and workplace knowledge.

Supervisors and managers have the ability to identify staff training opportunities, develop training plans, and monitor employee's participation and measure staff training accomplishments.

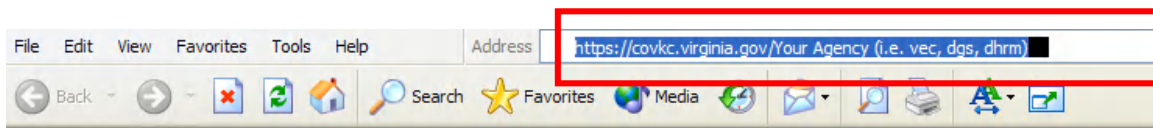
It is important to note that each agency domain will have a different look and feel. Functionality and operational standards within the system will be based on agency needs. At this time the VEC will have limited buildings available.

Site Access

Access The Knowledge Center From Internet Explorer

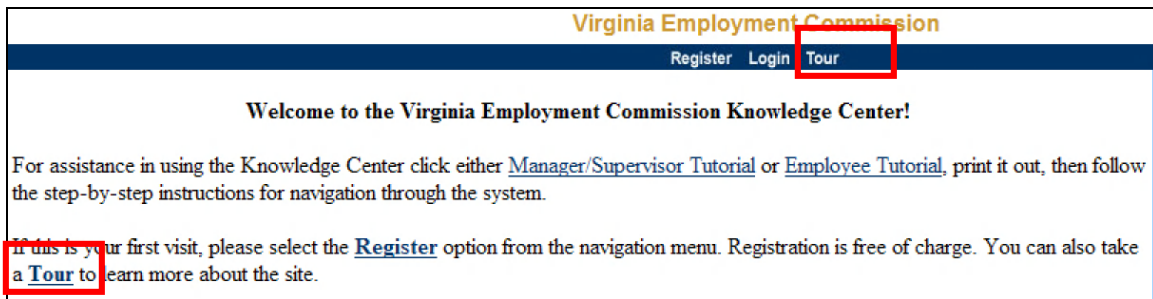
The Knowledge Center (KC), a web based application, is accessed by entering the web address (<https://covkc.virginia.gov/vec> in the address field at the top of the web page. Please be sure to enter **https** at the beginning of the address to designate a secured site. Once you have entered the web site address press "GO" and your agency home page will appear.

Open your internet browser (ex. Internet Explorer)



Tour

The Tour provides a brief overview of the Knowledge Center buildings. To access the Tour function click on Tour icon located in the blue menu bar of the login page. Use the previous and next links at the bottom of each page to navigate through the tour.



Registration

State User Registration

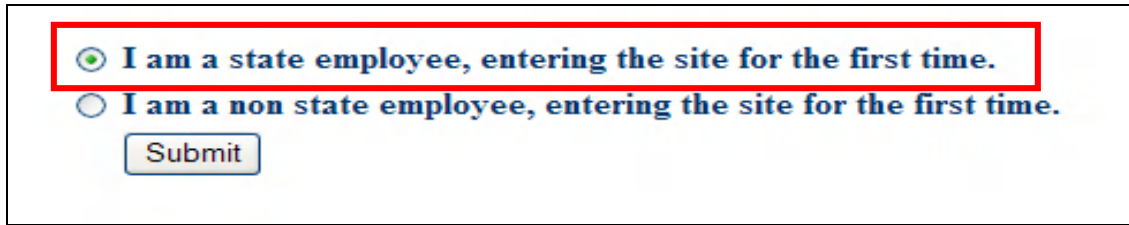
Step 1: To enter the Knowledge Center, you must first register as a user.

Step 2: Click Register in the blue navigation menu or in the text message below.



The screenshot shows the Virginia Employment Commission Knowledge Center website. At the top, a blue navigation bar contains the text "Virginia Employment Commission" and a menu with "Register", "login", and "Tour". The "Register" link is highlighted with a red box. Below the navigation bar, a welcome message reads: "Welcome to the Virginia Employment Commission Knowledge Center!". A paragraph of text provides instructions for new users, mentioning "Manager/Supervisor Tutorial" and "Employee Tutorial". Another paragraph states: "If this is your first visit, please select the [Register](#) option from the navigation menu. Registration is free of charge. You can also take a [Tour](#) to learn more about the site." The "Register" link in this paragraph is also highlighted with a red box. Below the text, there is a login section with the Virginia Employment Commission logo, the text "Virginia Employment Commission Knowledge Center", and input fields for "Login ID:" and "Password:". A "Submit" button is located below the password field. At the bottom of the login section, there are links for "Forgot Login?" and "Forgot Password?". On the right side of the page, there is a blue sidebar with several images related to technology and business, and the text "VIC Knowledge Center" at the bottom.

Step 3: Click on I am a state employee, entering the site for the first time and then, **submit**.



The screenshot shows a web form with two radio button options. The first option, "I am a state employee, entering the site for the first time.", is selected and highlighted with a red rectangular border. The second option is "I am a non state employee, entering the site for the first time.". Below the options is a "Submit" button.

☒ I am a state employee, entering the site for the first time.

☐ I am a non state employee, entering the site for the first time.

Step 4: Type you're first & last name, and date of birth.

****Use your "official" name as noted in PMIS – Do not use nicknames (BOB, SUE, Etc.).***

****Use your correct Date of Birth (this system is a secured site.) and enter as noted (05/01/1955).***

Step 5: Select Yes or No for wage designation.

Step 6: Select the Virginia Employment Commission from the drop down menu.

Step 7: Click submit.

Step 8: Review the information that has been provided by the Personnel Management System, then **click submit**.

Please verify the following information is correct. If you feel there is an error, please contact your Human Resources Department.	
If you do not want to proceed, click the Register, Login or Tour buttons or select Cancel . Please note, you will not complete the registration or be able to login until the registration process is complete.	
Position ID Number	:
Social Security Number	:
Employee ID Number	:
Last Name	:
First Name	:
Middle Initial	:
Name Suffix	:
Email Address	:
EEO Code	:
Gender	:
Race	:
Position Level	:
LMS Role	:
Role Code	:
Role Title	:
Working Title	:
Registrant Classification	:
Manager's Name	:
Manager's Email	:
Cost Code 1	:
Cost Code 2	:
Cost Code 3	:

CONFIDENTIAL INFORMATION:

This information has been downloaded from the State's Personnel Management Information system. If you find incorrect information please contact your Knowledge Center Administrator.

You will find an optional field at the bottom of this page. You can use this field to enter any qualifications, skills, knowledge or abilities that you would like to be associated with your user profile

Step 9: To complete your registration, you will need to create your personal login id and password. Your login id must be at least four characters. Your password must be a minimum of 6 characters. Be sure to follow the password requirements provided on the Registration screen shown below.


Note: Write down the information and secure it in a safe location for future reference to prevent a delay in accessing the Knowledge Center.

Click submit.

Welcome to the Virginia Employment Commission

REGISTER

Establish Login & Password



Virginia Employment Commission
Knowledge Center

To begin registration, type a Login ID and Password. You will enter these each time you access the site. Your Login ID should be at least 4 characters. Your password must be a minimum of 6 characters. Your password must be a combination of 3 of the following 4: uppercase letters, lowercase letters, numbers (0-9), and/or special characters({ } [] ! @ # \$ % ^ & * , +). Then click **Submit** to continue your registration.

Login ID:

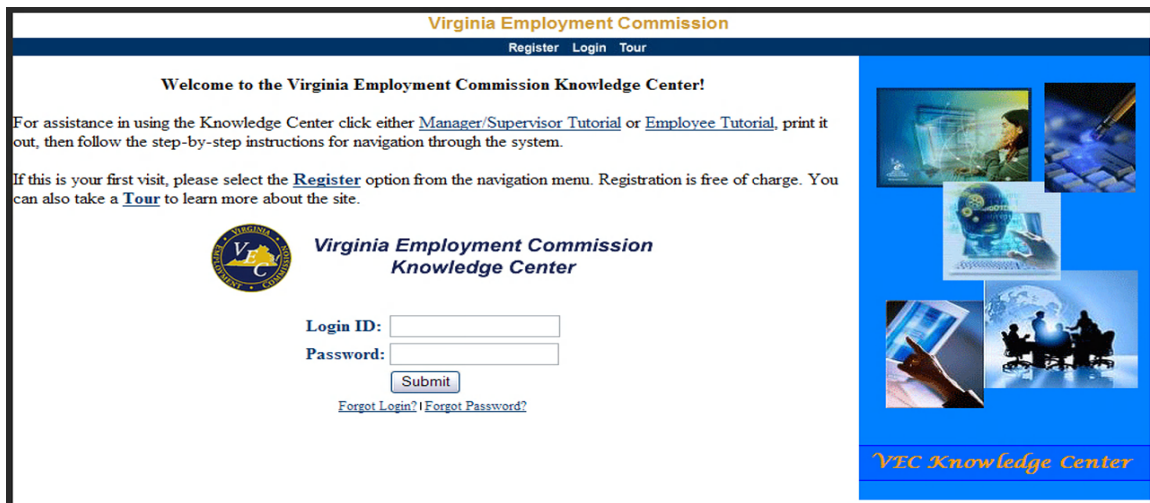
Password:

Confirm Password:

Step 10: Congratulations! You have completed the registration!
You may now enter your login id & password.

Note: If you forget your login or password simply click on the appropriate text found below the Submit box. You will receive a response via e-mail. For more information see page 19

Click submit.



The screenshot shows the login page of the Virginia Employment Commission Knowledge Center. At the top, it says "Virginia Employment Commission" with links for "Register", "Login", and "Tour". Below this is a welcome message and instructions for new users. A login form with fields for "Login ID:" and "Password:" is present, along with a "Submit" button and links for "Forgot Login?" and "Forgot Password?". On the right side, there is a blue sidebar with several images related to technology and business, and the text "VTC Knowledge Center" at the bottom.

Step 11: Select the Virginia Employment Commission domain.

Click submit.



The screenshot shows the domain selection page of the Virginia Employment Commission Knowledge Center. It features a table with two columns: "Domain" and "Status". The table lists various domains, including "The Commonwealth of Virginia Knowledge Center - Main Portal", "State Board of Elections - Affiliate Users Knowledge Center", "Department of Correctional Education Knowledge Center", "Department of Education - Special Education and Student Services", "Department of Education Knowledge Center", "Department of Game and Inland Fisheries", "Department of General Services", "Department of Human Resource Management - Personnel Development Services", "Department of Juvenile Justice", "TAX Knowledge Center", "TAX Knowledge Center - External Entities", "VHDA Knowledge Center", "Virginia Department of Corrections", "Virginia Employment Commission", "Virginia Institute of Procurement", "Virginia State Police Virtual University", "Virginia Western Community College - Knowledge Center", and "VITA Knowledge Center". The "Status" column shows "N/A" for most domains and "Approved" for the "Virginia Employment Commission" domain. At the bottom, there are "Submit" and "Cancel" buttons. On the right side, there is a blue sidebar with several images related to technology and business, and the text "VTC Knowledge Center" at the bottom.

Domain	Status
<input checked="" type="radio"/> The Commonwealth of Virginia Knowledge Center - Main Portal	N/A
<input type="radio"/> State Board of Elections - Affiliate Users Knowledge Center	N/A
<input type="radio"/> State Board of Elections - Campaign Finance Knowledge Center	N/A
<input type="radio"/> Department of Correctional Education Knowledge Center	N/A
<input type="radio"/> Department of Education - Special Education and Student Services	N/A
<input type="radio"/> Department of Education Knowledge Center	N/A
<input type="radio"/> Department of Game and Inland Fisheries	N/A
<input type="radio"/> Department of General Services	N/A
<input type="radio"/> Department of Human Resource Management - Personnel Development Services	N/A
<input type="radio"/> Department of Juvenile Justice	N/A
<input type="radio"/> TAX Knowledge Center	N/A
<input type="radio"/> TAX Knowledge Center - External Entities	N/A
<input type="radio"/> VHDA Knowledge Center	N/A
<input type="radio"/> Virginia Department of Corrections	N/A
<input type="radio"/> Virginia Employment Commission	Approved
<input type="radio"/> Virginia Institute of Procurement	N/A
<input type="radio"/> Virginia State Police Virtual University	N/A
<input type="radio"/> Virginia Western Community College - Knowledge Center	N/A
<input type="radio"/> VITA Knowledge Center	N/A

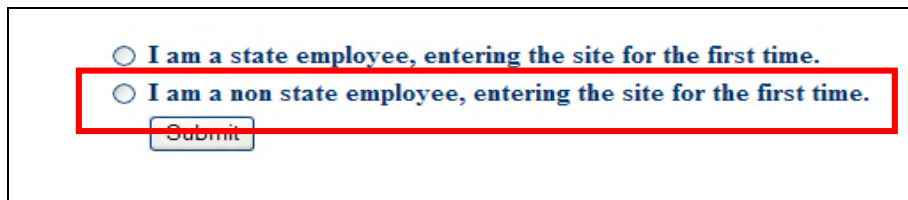
Non State Registration

Step 1: Follow the instructions on pages 5 & 6.

Step 2: Click on Register on the login page.

Step 3: Select the domain with which you wish to register then, **click submit.**

Step 4: Select I am a non state employee, entering the site for the first time, and **click submit.**



☐ I am a state employee, entering the site for the first time.

☒ I am a non state employee, entering the site for the first time.

Step 5: The Personal Information page will appear. Please complete all mandatory fields, then **click submit.** At the bottom of the page you will find the Qualifications optional field. You can use this field to enter any qualifications, skills, knowledge or abilities that you would like to be associated with your user profile.

*** First Name:**

Middle Initial:

*** Last Name:**

Email Address:

*** Registrant Classification:**

*** Company Name:**

*** Organization:** [Search](#)

☒ *Send me updates and notification of content changes at this email address.*

*** Gender:** ☒ Male ☐ Female

Address 1:

Address 2:

City:

State:

Province/Other:

Zip:

Country:

Phone:

Fax:

Manager's Email:

Please use the following area to highlight your area of expertise and professional items of interest. This certifications, as well as a brief biography.

Qualifications:

☒ *Make this information available to others in the PeerNet.*

Step 6: Upon submission the message below appears. Once approved you will receive another e-mail giving you a temporary login id and password.

Your registration request has been submitted to an Administrator for approval. You will be notified via an email if your registration was approved or denied.

Step 7: After you have successfully completed the registration, the system will generate a email to the Knowledge Center Administrator who will approve or deny your registration.

Your request to register for the Virginia Employment Commission has been approved.

Thank you, Mary, for registering with the Virginia Employment Commission. We hope you visit often and find a wide variety of training and developmental opportunities designed to promote your professional and personal growth.

Please use the following information to login to the Knowledge Center:

Login ID: DOEXM001
Password: DOEXM001

Step 8: When you receive the approval email please return to the Knowledge Center and login with the information provided.

Home Page Navigation

Welcome to the HOME page! As you can see, the Knowledge Center resembles a college campus with multiple buildings. We will walk you through some of the features.....

Gold Menu Bar: Shortcuts to Info, Home, Index, Help, IDP (Individual Development Plan), Glossary, Feedback, Notepad, Research and Log Out.

Select a Function Bar: Allows you to search all site functions that are available.



Center Map: Identifies all the campus buildings. Note: Only the Administration, Learning Center, Library and Team Center are opened at this time. Other buildings will be developed as needed.

Note: Only those functions that are currently available to you will be visible in the blue panel on the left and along the bottom of the campus site.

Top Toolbar

The top toolbar contains graphic links to functions that are frequently used. No matter where you are in the site, the toolbar and these functions are available. To access any of the functions move your cursor over the selected icon and **click**



Select A Function

The drop down list enables you to jump directly to a function without having to go through the building interface. **Click** the down arrow to open the box, then select the desired function

Info

The Info icon displays and information page about the administrators of the site, including contact information.

Home

Clicking the Home icon displays the Campus Map.

Index

Clicking the Index icon displays the site alphabetically by building, then function.

Glossary

This icon displays a searchable list of terms that are associated with the site and/or with the online courses. Users can search key terms and industry vocabulary for standard definitions and descriptions.

IDP

The IDP icon displays your Individual Development Plan. The IDP provides you with a roadmap for skill acquisition and also serves as documentation of skills acquired through the course taken.

Feedback

The Feedback icon displays a form that enables you to send an e-mail to a site administrator from any location within the site. Your location in the site will be included in the subject of the e-mail. Simply type your suggestion or comment in the message field and **click Send**.

SEND EMAIL

Type the subject and message of your email. Click **Send** to deliver the message to the address indicated in the To field. The window will automatically close. Click **Cancel** to close the window without sending the message.

To: lmsadmin@vec.virginia.gov

Subject:



Message:

Notepad

Clicking the Notepad displays an online tool that allows you to add, edit, delete, and read notes from anywhere in the site. Existing notes are automatically displayed when you access Notepad. The order of the notes can be sorted by date, and name sorted by subject line alphabetically. When a new note is added to the learner's notepad, the site location and current date are saved as part of the note, allowing you to quickly return to that location.




NOTEPAD




[Sort by Date](#) | [Sort by Name](#)




 = Edit  = Delete




Notes for: Admin VECADMIN

[Add new note](#)

   Homework

   Test

   User Directory

   Vacation

Subject: User Directory

Building: Administration

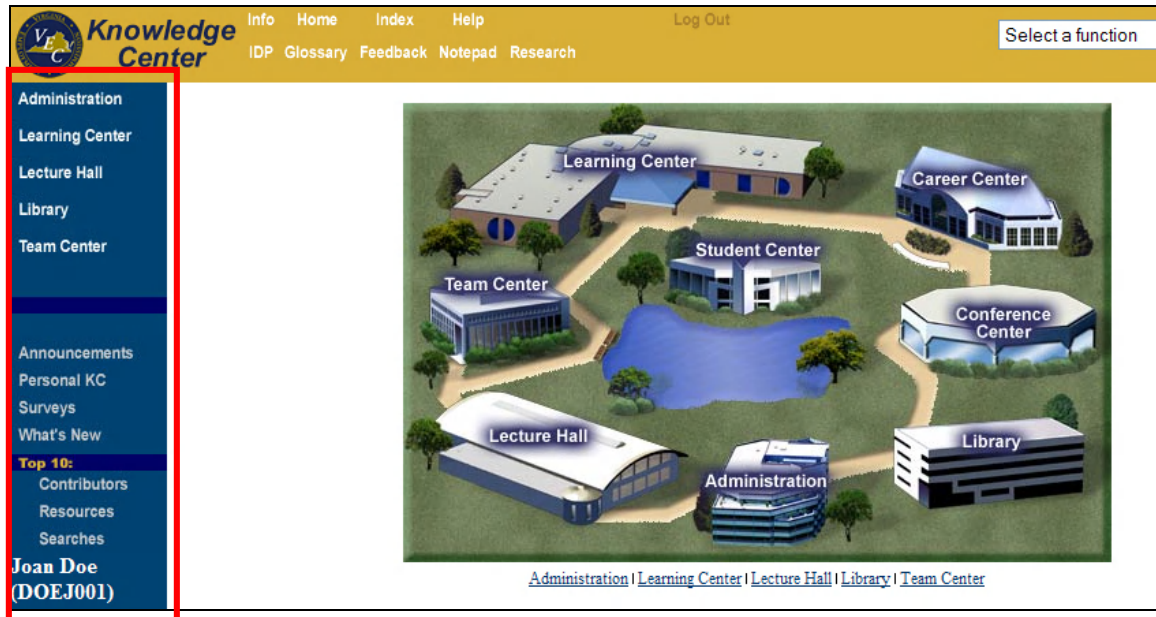
Created: 05/30/2007

Modified: 05/30/2007

Joan Doe address change: 211 Main St, Richmond, VA 23219

Side Toolbar

The blue pane located on the left side of the screen is available from anywhere in the site. It contains links to all the buildings, displays announcements, Personal KC, list of site surveys, and new content. In addition, the sidebar offers Top Ten contributors, resources and searches.



Note: Only those functions that are currently available to you will be visible in the blue panel on the left and along the bottom of the campus site.

Announcements

Announcements are current bulletins or important communications intended for all users. Content and Site Administrators add announcements to the site as a means on making information available to all users of the site at once.

To view Announcements perform the following steps:

Step 1: Click the Announcement. A list of announcements including the title, date, and time posted, will appear.

Step 2: If the title is a link, **click** the title to display additional information.

Personal KC

The Personal KC page is a single point to access to personal training and development information. This page includes links to your Individual Development Plan (IDP), My Portfolio, User Interface, Personal Learning Plan, Shortcuts, Search History, Peers and Course Bookmarks.

Welcome Joan Doe			
PERSONAL KC			
Individual Development Plan	My Portfolio	User Interface	Course Bookmarks
Personal Learning Plan	Shortcuts	Search History	My Peers
Mandatory Training			
Status	Course (required by)	Type	Section Date / Information
You are not currently required to take any courses			
LO / SCORM Courses			
Status	Course	Start Date	
Started	Adobe Acrobat 6.0 Fundamentals	01/19/2006	
Started	Cyber Security Awareness Training	01/29/2008	

User Interface

There are three options for a home page view that the user can select. The default user interface is the campus map. Users can also choose to view a text based interface (folders) or they can select the view of the Personal KC.

Step 1: Click on the Personal KC located in the blue pane on the right.

Step 2: Select User Interface.

Step 3: Click on your choice, then **submit**.

Administration
Learning Center
Library
Team Center

Announcements
Personal KC
Surveys
What's New
Top 10:
Contributors
Resources
Searches
Joan Doe
(DOEJ001)

Welcome Joan Doe

PERSONAL KC

Individual Development Plan	Transcript	User Interface	Course Bookmarks
Personal Learning Plan	Shortcuts	Search History	My Peers

☒ wish to use the graphical user interface. [Preview](#)
☐ wish to use the text-based user interface. [Preview](#)
☐ wish to use the Personal KC user interface. [Preview](#)

Graphical Interface



Text Based Interface



Personal KC Interface

PERSONAL KC

Individual Development Plan	Transcript	User Interface	Course Bookmarks
Personal Learning Plan	Shortcuts	Search History	My Peers

Mandatory Training

Status	Course (required by)	Type	Section Date / Information
You are not currently required to take any courses			

LO / SCORM Courses

Status	Course	Start Date
Started	Adobe Acrobat 6.0 Fundamentals	01/19/2006

Shortcuts

The Shortcuts tab displays user-added links known as shortcuts. Shortcuts can be any content element of the site for which you have chosen to create a shortcut link on your Personal KC page. You can sort, view, add, and remove content elements from your Personal Content.

Search History

Search History displays a listing of your five most recent searches. The listing displays the function you were in when you conducted the search, the keyword and search type, as well as the topic and category used in your search criteria. The display also lists the number of items returned from the search query. Clicking View Results brings you to that function and displays the results as if you had just run the query.

Welcome Joan Doe			
PERSONAL KC			
Individual Development Plan	Transcript	User Interface	Course Bookmarks
Personal Learning Plan	Shortcuts	Search History	My Peers
4 records found.			
1. Function: Course Catalog Keywords: Terrorism Search Type: All Words Date: 05/23/2007	Topic: All Category: No Category Results: 2 View Results		
2. Function: Course Catalog Keywords: va Search Type: All Words Date: 05/23/2007	Topic: All Category: No Category Results: 16 View Results		
3. Function: Course Catalog Keywords: v Search Type: All Words Date: 05/14/2007	Topic: All Category: No Category Results: 51 View Results		
4. Function: Course Catalog Keywords: Virginia terrorism Search Type: All Words Date: 09/20/2006	Topic: All Category: No Category Results: 2 View Results		

My Peers

This shortcut link lists the users in the site that you have chosen as Peers. This helps you locate information about people in your site in a specific discipline, field of study, or Community of Practice. A COP is a group of users that share a common vital interest and have committed to working together to build a collective knowledge base around that interest. You can add users to the site by searching in PeerNet (located in the Coffee Shop).

My Portfolio

Student Transcript is a shortcut link to your training record, which lists courses you have assessed and completed within the KC. See the section titled My Portfolio on pages 26-30 for complete instructions for your Student Transcript.

Welcome Joan Doe

PERSONAL KC

Individual Development Plan	My Portfolio	User Interface	Course Bookmarks
Personal Learning Plan	Shortcuts	Search History	My Peers

Mandatory Training

Status	Course (required by)	Type	Section Date / Information
You are not currently required to take any courses			

LO / SCORM Courses

Status	Course	Start Date
Started	Adobe Acrobat 6.0 Fundamentals	01/19/2006
Started	Cyber Security Awareness Training	01/29/2008

Personal Learning Plan	Shortcuts	Search History	My Peers
Individual Development Plan	My Portfolio	User Interface	Course Bookmarks

User Profile

Development Record

Resume

IDP

- Current IDP
- Development History Report

Click the info or details link to view additional information about a course in a new window.

Student Transcript

For: Joan Doe As of: February 10, 2009

[Print](#)

C: Classroom Courses O: Online Courses

[Courses Only](#) [Course & Lessons](#)

Type	Title	Start Date	Completion Date	Pretest Score	Final Score	Status	Performance	Credit Hours	Contact Hours	History
O	Virginia Terrorism Awareness info certificate	09/20/2006	05/15/2007			Pass	Details		1	
O	Cyber Security Awareness Training info	01/29/2008					Details		2	
O	Adobe Acrobat 6.0 Fundamentals info	01/19/2006					Details			

User-Added Learning Events

Event	Completed	Score	Pass/Fail	Method	CEUs	Certification	Skills	History
Windows 98	6/6/2006		Pass	Self Study		Yes	Mail order self study	
IAWP Conference	3/3/2003		Pass	Conference		No	IAWP Conference, Grundy, VA	
Performance Management Seminar	1/1/2001		Pass	Professional Training		No	Performance Management course presented by Iwin, Inc of Columbus, OH	

Surveys

Surveys are site-wide questionnaires to gather information and feedback from users about a wide variety of issues. From the list of Surveys, click the information icon for details or click the title to view the content in a new window.

What's New

What's New displays content that has been added since the last time you logged into the site. From the list, click the info link to see information about the content. Click the view link to open the content in a new window.

Since Last Login 5 records found.	
1. Mandatory Trainings [] Added 06/22/2007, by SORAYA E. GIMENEZ-QUEROL	Info N/A
2. Curriculum Test 1 [] Added 06/20/2007, by SUSAN H. BURNS	Info N/A
3. Curriculum Test - Belchior June 2007 [] Added 06/20/2007, by Belchior Mira (user for testing)	Info N/A
4. Introduction to AWARE basic computer skills prerequisites. [] Added 06/16/2007, by EDWARD L. CAMPBELL	Info N/A
5. V5.1.2 Adaptations [Demonstrations] Added 06/16/2007, by EDWARD L. CAMPBELL	Info View

Top Ten

Contributors: Displays the ten users that have added the most content to the site.

Resources: Displays the ten most common content items that have been accessed in the site by all users.

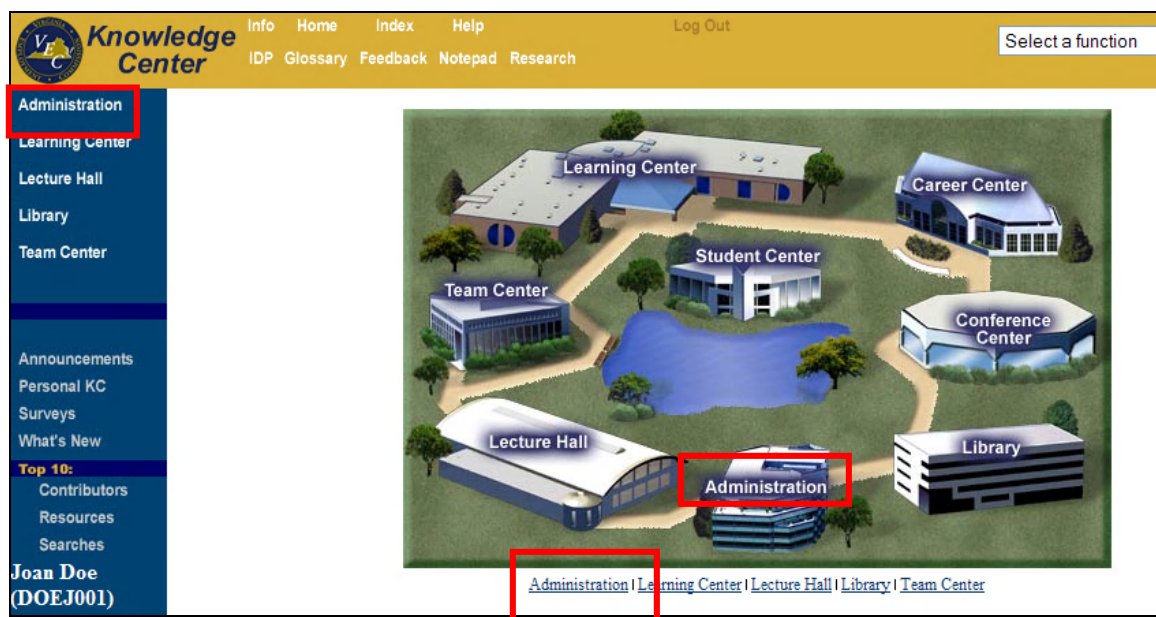
Searches: Displays the ten most common searches performed in the site by all users.

Administration

The Administration Building is the location for administrative training functions. It provides access to student records, transcripts, faculty rosters and training facility maps. You can update your personal information in the site and access your training records.

The Knowledge Center offers multiple navigation shortcuts. The red boxes will guide you to three Student Records shortcut choices.

Choose one of 3 ways to enter.

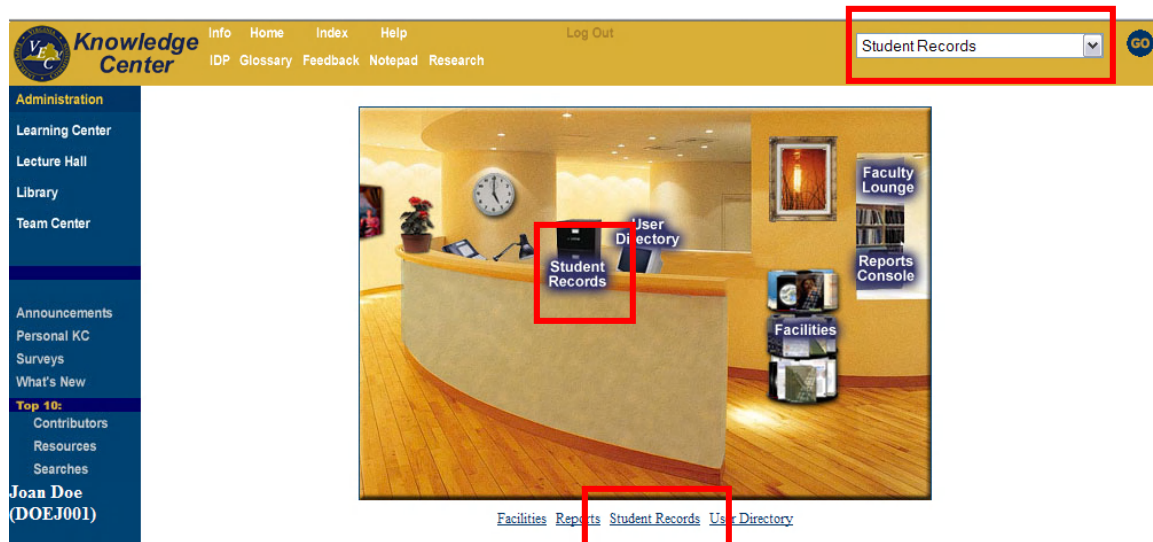


The main office of the Administration Building offers access to Student Records, User Directory and the Faculty Lounge, Facilities and Reports Console.

Student Records

Let's begin by taking a look at Student Records! Once again, the Knowledge Center offers multiple navigation shortcuts.

Click Student Records (Choose 1 of the 3 navigation shortcuts).



Student Records is a user's access to their personnel and training information. From here, a user can update their profile, review their training record (transcript), add additional learning events to their transcript, change their site login or password, and change their organization. Managers and administrators with authorization have access to course and site reports and user training records for their immediate staff.

Change Login/Change Password

Step 1: Click on the desired icon. You will be prompted to enter your current login id or password then enter the new login/password.

Step 2: Click **submit** and your data will be saved in the Knowledge Center.

Note: Remember to use your "New" login id/password the next time you log in to the Knowledge Center.

The screenshot shows the Knowledge Center Administration interface. The top navigation bar includes links for Info, Home, Index, Help, Log Out, and a dropdown menu for Student Records. The left sidebar lists various sections like Administration, Learning Center, Lecture Hall, Library, Team Center, Announcements, Personal KC, Surveys, What's New, Top 10, Contributors, Resources, Searches, and a user profile for Joan Doe (DOEJ001). The main content area is titled 'ADMINISTRATION Student Records' and includes a 'Return to Administration' link. Below this, a description states: 'Student Records is where you update your personal information in the site and access your training record. Managers and administrators with authorization have access to course and site reports and user training records.' A red box highlights two links: 'Change Login' (with a key icon) and 'Change Password' (with a key icon). Below these are links for 'Learning Events', 'Student Transcript', 'Update Profile', and 'View Organization', each with a brief description.

Current Password:

New Password:

Confirm New Password:

Current Login:

New Login:

Note: It is important to jot down the login id and password and keep in a secured location for future reference.

Learning Events

Learning Events allows you to add training accomplishments, conferences, and seminars completed outside the site to your Personal KC. These can include seminars, talks, college courses, books, and other forms of learning

Click: Learning Events and follow the directions.

Knowledge Center Info Home Index Help Log Out
IDP Glossary Feedback Notepad Research

ADMINISTRATION
Student Records [Return to Administration](#)

Student Records is where you update your personal information in the site and access your training record. Managers and administrators with authorization have access to course and site reports and user training records.

[Change Login](#) : Change Login allows you to change your site Login ID

[Change Password](#) : Change Password allows you to change your site password.

[Learning Events](#) : Learning Events allows you to add training accomplishments achieved outside the site to your transcript

[Student Transcript](#) : The Student Transcript is a complete list of all training activities that a user started through the site as well as outside training activities added to their record through Learning Events.

[Update Profile](#) : Update Profile is where a user updates their personal data, including address, phone number, email address, manager's email address, and title.

[View Organization](#) : View Organization allows you to view your organization affiliation.

= Edit = Delete

Learning events for: Joan Doe

[Add new learning event](#)

- IAWP Conference
- Performance Management Seminar
- Windows 98

Add Learning Event

Event:

DHRM Course:

Category:

Completion Date: Enter date as mm/dd/yyyy

Score: Example: 90.85

Pass/Fail: ☒ Pass ☐ Fail

Method:

CEUs:

Certification? ☒ Yes ☐ No

Skills:

Fill in the form – Score if needed to pass, CEU for continuing education units, and Certification if enrolled in a formal curriculum.

Update Profile

From the **Update Profile** screen a user can update his/her personal data, including address, phone number, email address, manager's email address, and title.

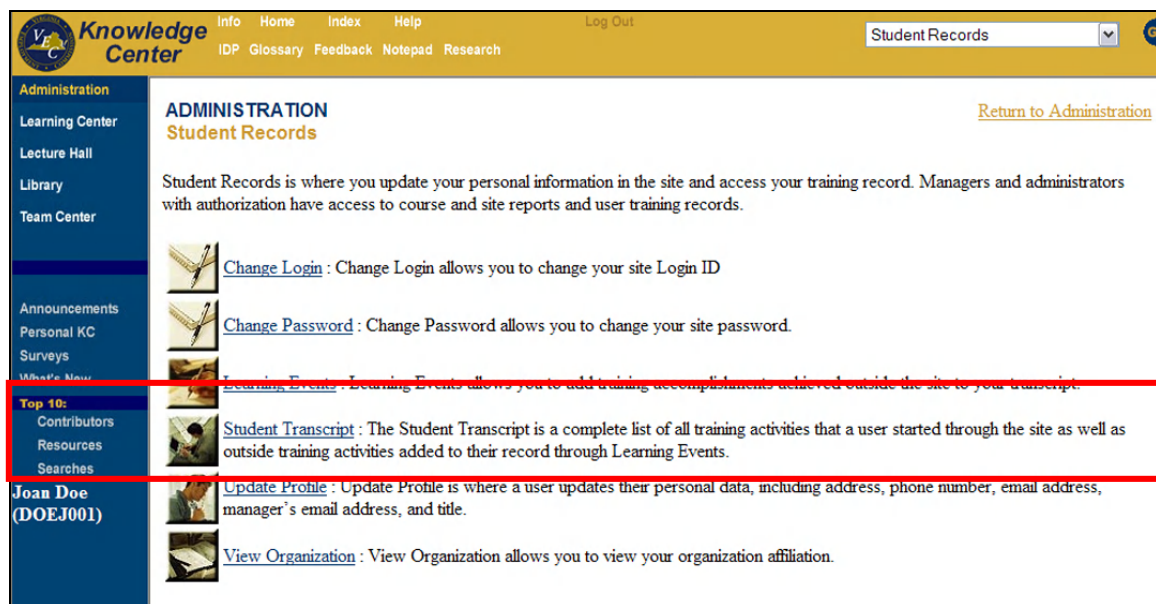
State Employees can view their personal profile from this screen but cannot make any changes. Please verify that the information is correct. If you feel that there is an error, contact your Domain Administrator for corrections.

Non state employees have the ability to make changes to their existing information. Make the necessary changes, then click Submit. To restore the original information in all fields, click Reset. To exit without changing any information, click Cancel.

Student Transcript

The **Student Transcript** is a complete list of all training activities that a user has started and/or completed through the site, as well as outside training activities added to their record through Learning Events.

To access your Student Transcript through the Administration Building, simply **click** on the Personal KC (Personal Knowledge Center) icon in the left pane of the screen and **select** My Portfolio in the gold bar at the top.



To view and print your Student Transcript, perform the following steps:

Step 1: Click on Administration in the left pane.

Step 2: Select Student Records.

Step 3: View Student Transcript.

Step 4: Click Courses Only to display only courses in your transcript, or Click Course & Lessons to display your complete transcript.

Step 5: Click in the frame that contains your transcript.

Step 6: Right click the mouse and Select the print option.

Student Transcript

For: Joan Doe As of: February 10, 2009
C: Classroom Courses O: Online Courses

[Courses Only](#) [Course & Lessons](#)

[Print](#)

Type	Title	Start Date	Completion Date	Pretest Score	Final Score	Status	Performance	Credit Hours	Contact Hours	History
O	Virginia Terrorism Awareness info certificate	09/20/2006	05/15/2007			Pass	Details		1	
O	Cyber Security Awareness Training info	01/29/2008					Details		2	
O	Adobe Acrobat 6.0 Fundamentals info	01/19/2006					Details			

User-Added Learning Events

Event	Completed	Score	Pass/Fail	Method	CEUs	Certification	Skills	History
Windows 98	6/6/2006		Pass	Self Study		Yes	Mail order self study	
IAWP Conference	3/3/2003		Pass	Conference		No	IAWP Conference, Grundy, VA	
Performance Management Seminar	1/1/2001		Pass	Professional Training		No	Performance Management course presented by Iwin, Inc of Columbus, OH	

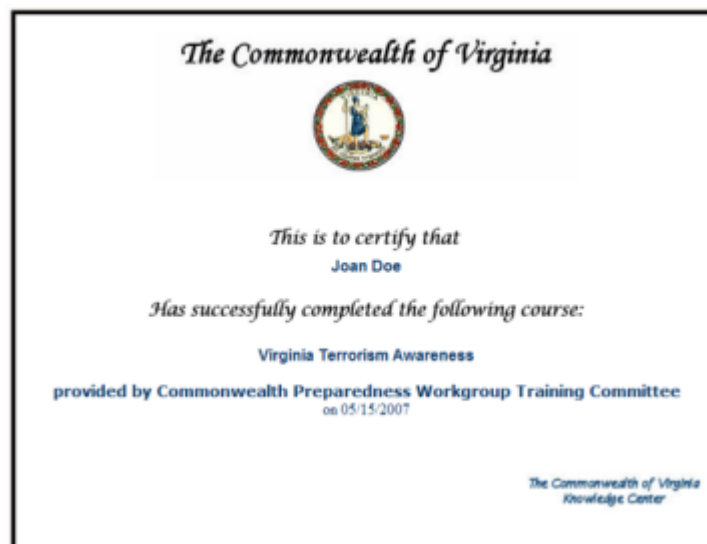
To view and print Course Certificates perform the following steps:

Step 1: Click on Certificate in the Title column.

Step 2: Place your mouse pointer in the middle of the document, **right click** and select **print**.

Step 3: To change the paper orientation to Landscape open Printer Settings or Preferences, **select** Landscape, **click OK**.

Step 4: Click Print Tab.



Transcript Details: Click on the **Details** column within the transcript to review the progress, time taken and grades for both complete and non-complete courses as noted below.

Student Transcript										
For: Joan Doe As of: February 10, 2009										
C: Classroom Courses O: Online Courses										
Courses Only Course & Lessons										
Type	Title	Start Date	Completion Date	Pretest Score	Final Score	Status	Performance	Credit Hours	Contact Hours	History
O	Virginia Terrorism Awareness info certificate	09/20/2006	05/15/2007			Pass	Details		1	
O	Cyber Security Awareness Training info	01/29/2008					Details		2	
O	Adobe Acrobat 6.0 Fundamentals info	01/19/2006					Details			

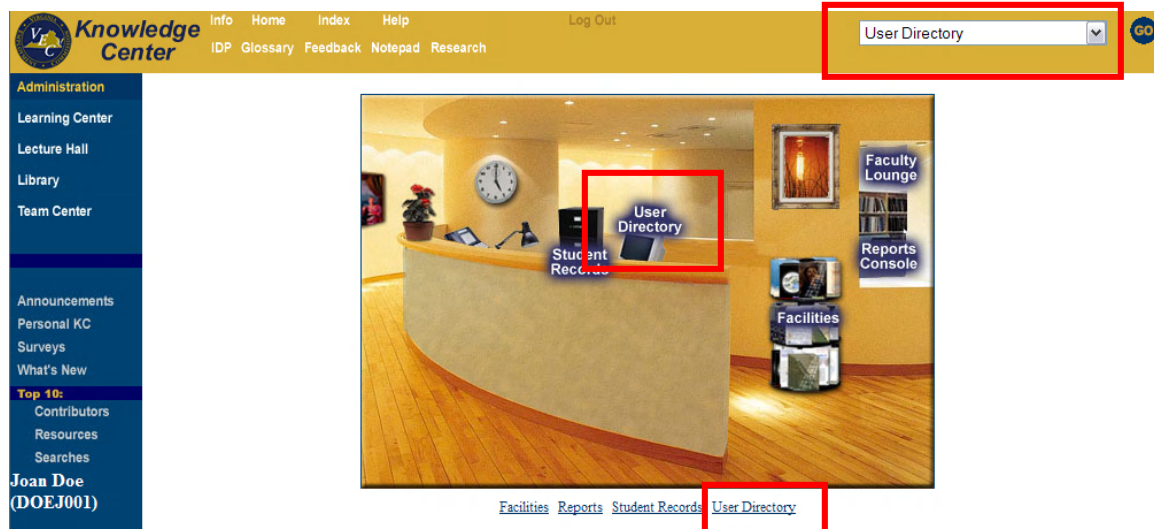
Course Transcript										
Course: Virginia Terrorism Awareness										
For: Joan Doe										
Terrorism Awareness Handbook completed										
Section A - Introduction completed score: 100										
Section B - Terrorism completed score: 100										
Section C - Explosive Threats and Incidents completed score: 100										
Section D - Chemical, Biological, Radiological/Nuclear Threats (CBRN) completed score: 100										
Section E - Cyberterrorism, Identity Theft and Social Engineering completed score: 100										
Section F - Crime Prevention completed score: 100										
Section G - Summary completed score: 100										
Check My Transcript completed										

User Directory

Click on **Administration** in the blue pane and enter the **User Directory** area.

This directory holds a list of all users registered with the Knowledge Center who have chosen to make their contact information available to other users. Once again, note the different ways to navigate in the system.

Click: User Directory (Choose 1 of the 3 navigation shortcuts).



To search for another Knowledge Center user:

Step 1: Type the first initial or complete Last Name of the user in the upper right hand corner. Directly below the search button identify User or Instructor preference.

Step 2: The name you selected will appear in the lower left corner.

Step 3: Click on the Name icon in the left pane and contact information will appear in the right pane.

ADMINISTRATION
User Directory

[Return to Administration](#)

Last Name:

☒ Users ☐ Instructors

To search for a user, enter all or part of a user's last name, then click **Search**. From the resulting list, click the information icon for details. *Note:* To add or remove yourself from the User Directory, select Update Profile from the Student Records menu and modify your profile accordingly.

1 record(s) found.

☒ CURRY, JEAND.

Name: JEAND. CURRY

Organization: Virginia Employment Commission

Title: Performance Consultant

Email: jean.curry@vec.virginia.gov

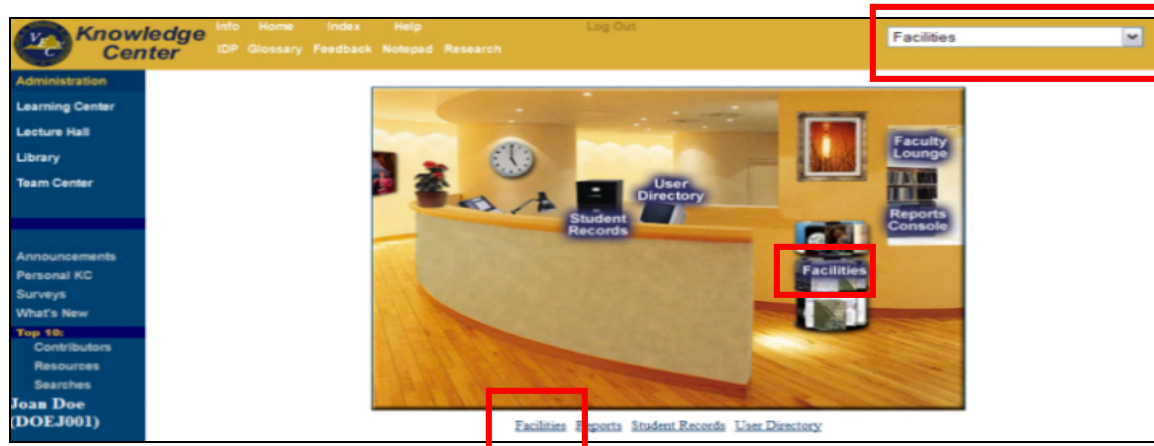
Phone: 8043710781

Fax: 0

Address: 708 East Main Street
Richmond, VA23219

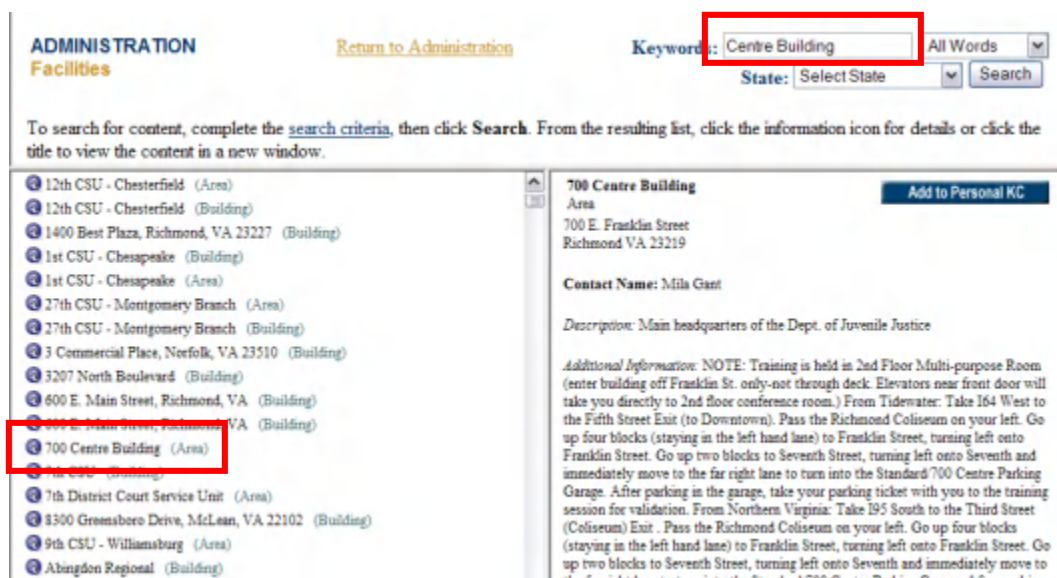
Facilities

Facilities provides information on training facilities, including addresses, directions, maps, equipment, and contact information.



Step 1: Enter the name of the facility in the Keyword prompt **or** simply **click** on search and all available training locations will be identified.

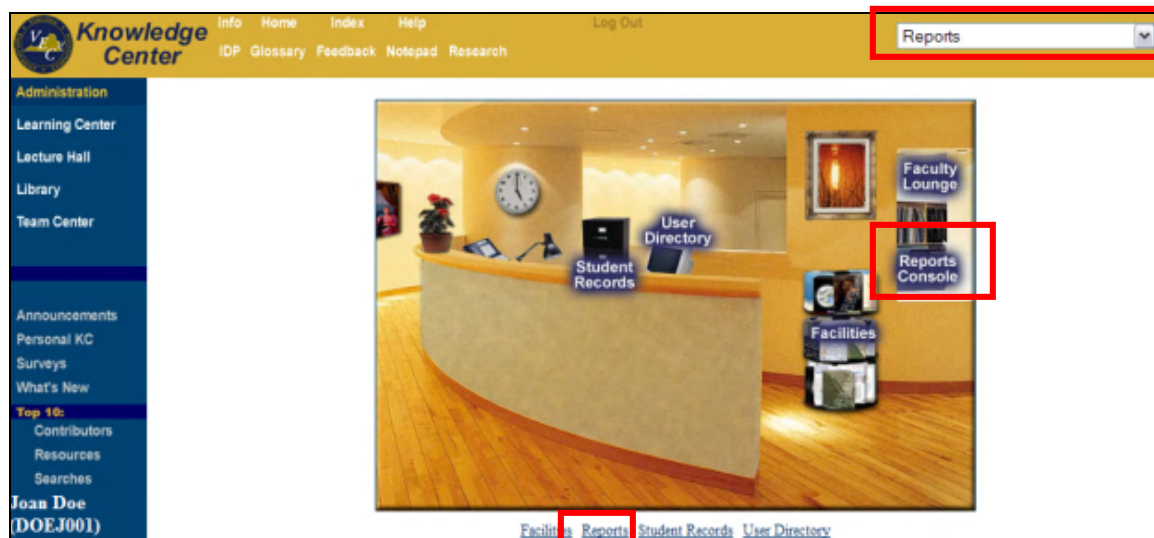
Step 2: Click on the desired location and the pane to the right will show you all available information about the facility.



Reports Console

Reports offers the users the ability to perform queries on their training activity in areas as test performance, training progress, course content and survey statistics, and calendar reports.

Access to the Reports Console is permission driven, so that users will only be able to see the reports that are available through their designated permission groups.



ADMINISTRATION[Return to Reports](#)

Reports Console

The Reports Console enables users to access all of the standard reports and search links from a central location. Access to the Reports Console is permissions-driven, so that users will only be able to see the reports that are available through their designated permissions group.

Report Category:

Keyword(s):

7 report(s) found.

Calendar Reports
[Classroom course calendar](#)

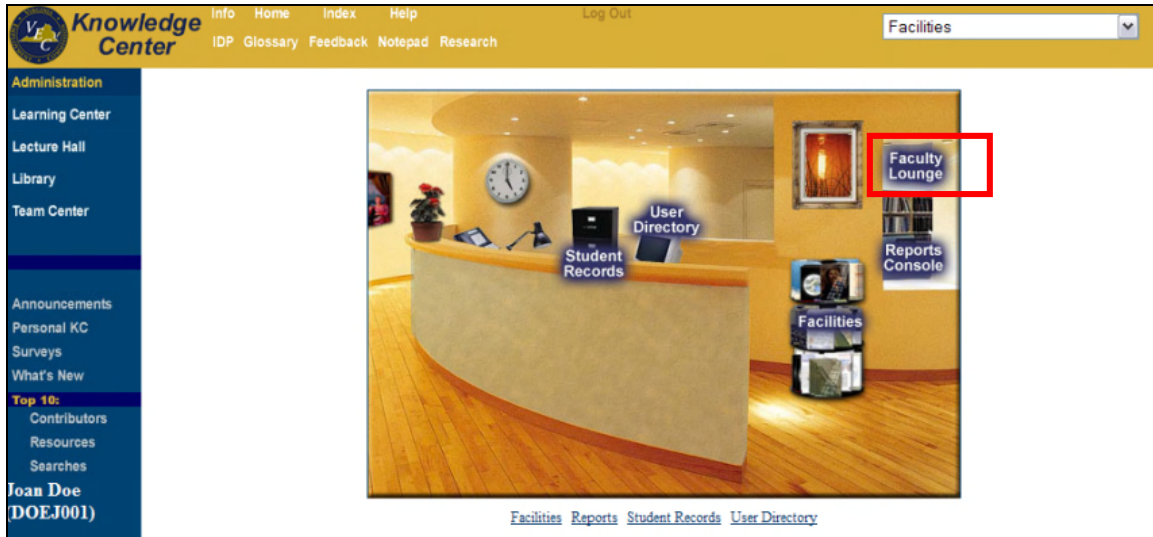
Competency Management
[Find an expert/Resume search](#)

Content Reports
[Course and Content Ratings](#)

My Training Reports
[My Mandatory Training Progress](#)
[My Test Performance](#)
[My Training Progress](#)
[Student Transcript](#)

Faculty Lounge

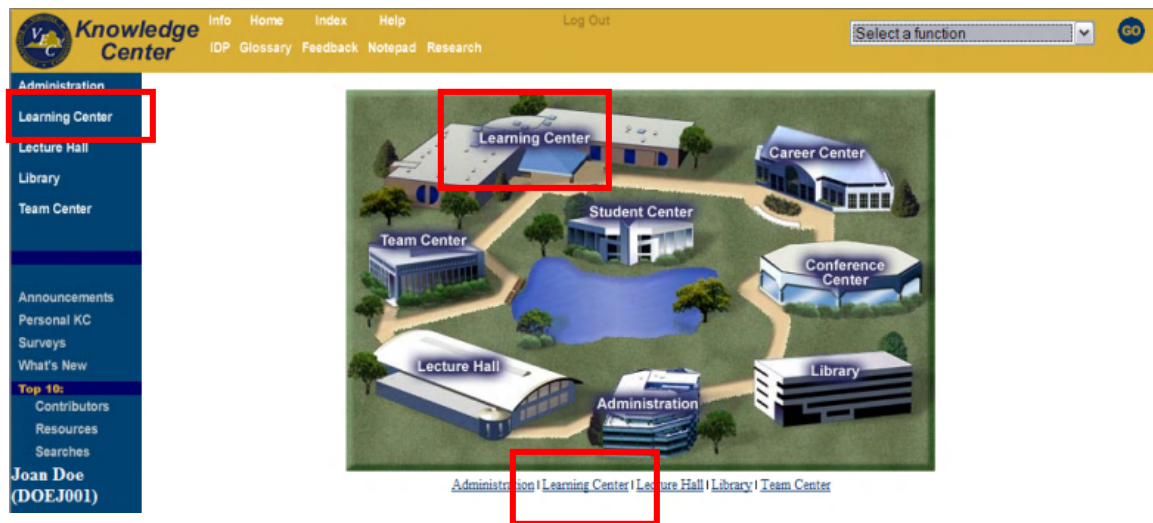
The Faculty Lounge requires special access and is the location where faculty members and content administrators manage courses, administer classroom course sections, review survey statistics, and manage site content.



Learning Center

The **Learning Center** is the location for all available courses. It includes: courseware catalogue, schedule of currently available classroom sessions, student enrollment capabilities, access to online courses, and links to course notes and assignments.

Click: Learning Center (Choose 1 of the 3 navigation shortcuts).

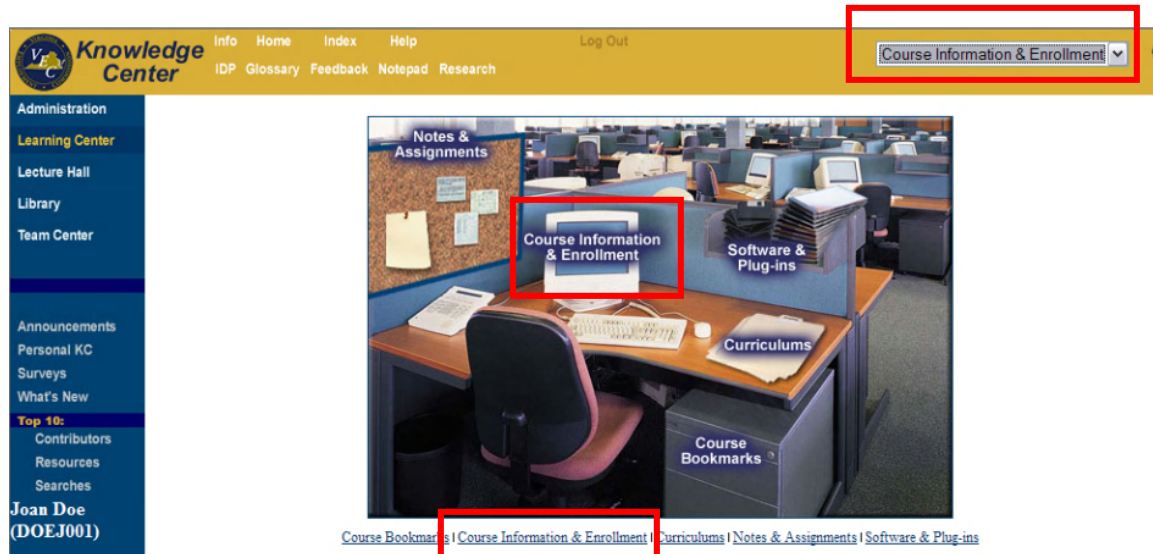


Course Information and Enrollment

Course Information and Enrollment is a searchable repository of all courses in the site. Both online and classroom courses are grouped into categories. Users see only those courses available to them, depending on their profile.

In addition to reading the course description and other key information, users can enroll in a section of a classroom course or launch an online course directly from the list. If a section is full, the user can select to be on the waitlist for that course. Should space become available, the user will automatically be enrolled and informed via email.

Click: Course Information & Enrollment (Choose 1 of the 3 navigation shortcuts).



Classroom Course Enrollment

To enroll in a classroom course follow the steps below:

Step 1: Search for courses from this screen by topic, keywords or simply select All in the Topic area to see the entire course list.

Step 2: Search by ALL in the Topic Group.

Step 3: Select the course you are interested in from the alphabetical listing in the left pane. For demonstration purposes the Let's Talk – Handling the Difficult Performance Appraisal was selected.

Step 4: Select the circular icon to the left of any course name, a **description** appears on the right.

LEARNING CENTER
Course Information & Enrollment

[Return to Learning Center](#)

Topic: All

Keywords:
All Words
Search

DOA -- Implementation Training for Charge Cards [Classroom]
DOA -- Monthly CARS Reconciliation and Certification [Online]
DOA -- Payroll for Fiscal Officers [Online]
DOA -- Small Purchase Charge Card for Fiscal Officers [Online]
DOA -- State Travel Regulations and Travel Reimbursements [Online]
DOA -- Treasury Loans [Online]
ED-8 - Americans with Disabilities Act (ADA) [Classroom]
ED-8 - Partnership for Employment [Online]
EDR - VADRA Dispute Resolution Coordinator Training [Online]
EDR-Best Practices for Employee Discipline and Discharge (EDR) [Classroom]
EDR-Enhancing Management's Response to Employee Grievances [Classroom]
EDR-Workplace Conflict Management Skills Training (EDR) [Classroom]
Excellence in Service Part 1: Fundamentals for Employees [Online]
Excellence in Service Part 2: Solving Customer Problems [Online]
Excellence in Service Part 3: Working with Upset Customers [Online]
Excellence in Service Part 4: Communicating with Customers Virtually [Online]
Excellence in Service Part 5: Creating an Exceptional Service Environment [Online]
Excellence in Service Part 6: Establishing Service Standards [Online]
Excellence in Service Part 7: Building a Customer Service Team [Online]
Excellence in Service Part 8: Building Lasting Customer Relationships [Online]
FICAS User Training [Classroom]
Frontline Leadership: Positively Influencing Workplace Culture [Online]

EDR-Best Practices for Employee Discipline and Discharge (EDR)
Type: Classroom
Available: Now available
Cost: \$0.00
Provider: Department of Employment Dispute Resolution

Address crucial disciplinary and discharge issues through lecture, discussion and case studies. Topics will include: the role of documentation in disciplinary actions; due process; the essential elements of a pre-disciplinary investigation; selecting the appropriate level of discipline; the need for consistency in applying the Standards of Conduct; and Human Resource's role in the disciplinary process. 3 hours. This course provides credit toward HRI, VaCPM and MVP. Who should attend: supervisors, managers, human resource and training staff.

Your Status	Your Options	Section	Location, Date and Time	Section Status	Lodging Provided
	Enroll	Section 2	EDR--Best Practices in Employee Discipline and Discharge Location: Main Street Center, 600 E. Main Street, 1st Floor Conference Room, Richmond - 600 E. Main Street, Richmond, VA - 1st Floor Conference Room Date(s): 02/25/2009-02/25/2009 Time: 09:00 AM-12:00 PM Day(s): Instructor: GRETCHEN WHITE	open	No

Step 5: Select the Enroll icon in the right pane.

Note: Most classroom courses must have supervisory approval unless the course is mandatory. Once enrolled an e-mail is automatically sent to your supervisor requesting approval. If approved, you will receive an e-mail allowing you to register for the course.

If the section you wish to enroll is full, you may click the Waitlist link to be added to the waiting list for the course. When a space becomes available, you will be automatically enrolled and notified via email.

On-Line Course Enrollment

On-Line courses do not have an e-mail approval process. However, you should discuss your interest in taking an on-line course with your supervisor just as you would for a classroom course.

The **Virginia Terrorism Awareness course** is a state mandated on-line course that will be used for this demonstration. To access this course or any of the on-line courses:

Step 1: **Select** a topic from the drop down menu located in the upper right hand corner of the screen, and **click Search** or

Step 2: From the Keyword section in the upper right hand corner use a keyword such as Virginia and **click Search** or

Step 3: Simply **press Search** and the alphabetical course list will appear in the lower left pane.

Step 4: To **view** the description and general information regarding the course **click** on the button icon to the left of the course title and the description will appear in the right hand pane.

The screenshot displays the 'LEARNING CENTER' interface. On the left, a list of courses is shown, with 'Virginia Terrorism Awareness [Online]' highlighted by a red box. On the right, the details for this course are displayed. A red box highlights the 'Topic' dropdown menu (set to 'All') and the 'Keywords' search field. The course details include:

- Virginia Terrorism Awareness** (Add button)
- Type:** Self-paced
- Format:** SCORM
- Available:** Now available
- Cost:** \$0.00
- Provider:** Commonwealth Preparedness Workgroup Training Committee

Description: This basic awareness course is designed to orient state employees on the subject of terrorism, to provide basic prevention and self protection techniques, and to familiarize employees with their role and their agency's role in responding to an emergency. The estimated course duration is 1 hour.

Course Completion Requirement: If this is your first time taking the course, please select the **Take course for credit** option and then click the **Take Course** button. To fully complete this course, each slide within each section must be read and each link in the course menu clicked. In addition, knowledge checks presented at the end of the modules must be passed.

Average Rating: Not Rated

Rating: Not Useful (5 circles) Very Useful

Comment:

Browse/Take Course

Step 5: Click on the course title in the left pane to take or browse the course.

Step 6: To take or browse the course select the appropriate button or click on Return to Course Information and Enrollment to go back to the course listing.

If you only wish to browse the course please uncheck the Take for Credit button and the course will not appear in the Personal KC Transcript.

Virginia Terrorism Awareness

Description:
This basic awareness course is designed to orient state employees on the subject of terrorism, to provide basic prevention and self protection techniques, and to familiarize employees with their role and their agency's role in responding to an emergency.

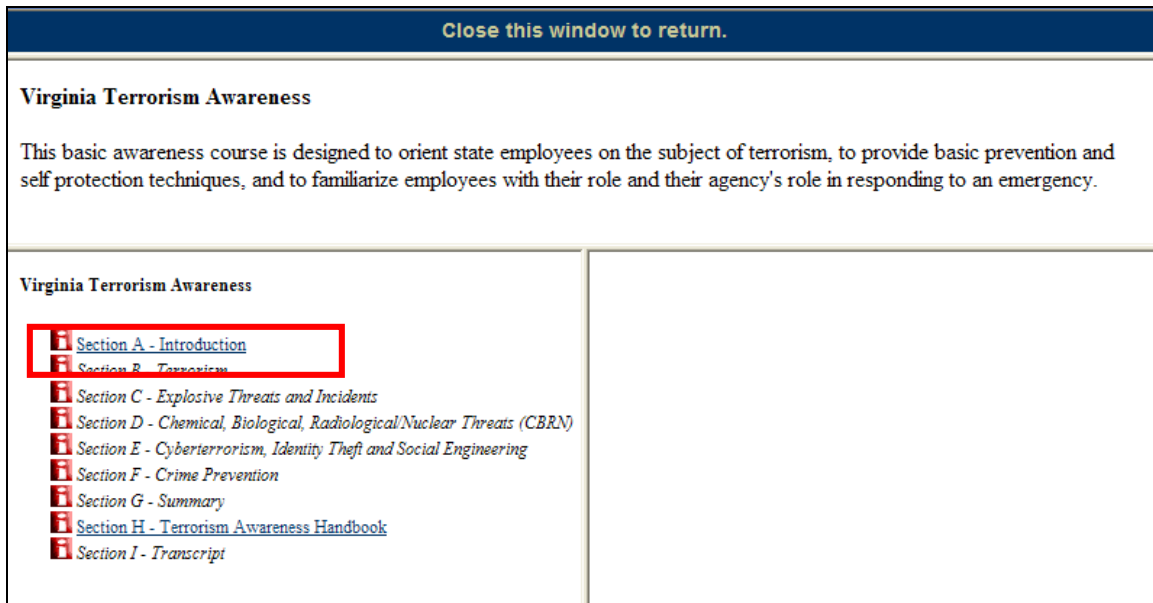
Select the **Take Course** button to begin the course described above, or click **Return** to go back to the online course listing.

☒ Take course for credit

[Return to Course Information & Enrollment](#)

Browse Course: This window will assist the user by identifying the sections of the course. When the section ICON is clicked a description of the section appears on the right. This information may include estimated time of section, etc.

Take Course: A course may be started at any time. Many courses are broken down into sessions to best accommodate the user for completion of the course over a longer period of time. As each section or course is completed it is recorded in the Personal Knowledge Center in the Student Transcript. To check the progress opens the Transcript section of the PERSONAL KC and click on the Detail section.



Step 7: Click on section button to the left and the description appears.

Step 8: Click on first title of the module and the course will begin. At the end of each module you will be prompted to click the Close button at the bottom of the course menu. This will bring you back to the table of contents (note that any completed module will have a check mark to the left of the title).

Exit Completed/Incomplete Course

Step 9: You may exit the course at any time and the system will automatically bookmark your progress. When you return to the course the system will return to where you left off. **The user may return to this course at any time after completion for a refresher.**

NOTE: ALWAYS exit the course through the course window. DO NOT use the Red X located at the top right of the desktop or your work will not register in the system and the course will show as incomplete.

Retrieve Certificate

Step 10: When the course is completed return to the Administration. Select Student Transcript, click on the certificate icon located in the course description. Follow the instructions on pages 27-29 to review and print.

Additional Areas In The Learning Center



Curriculums

A curriculum is a series of courses grouped together and presented to you as a single entity. It can be either linear (forced order) or non-linear (recommended order). A linear progression means that you must take the courses in the prescribed order and you cannot access the next course until you have completed the previous course. A non-linear curriculum presents the courses in a recommended order, but you can take them in any order and simultaneously. When you have completed all courses in a curriculum, you are given credit for that curriculum.

Notes & Assignments

This link provides information posted by the instructor for classroom courses. It includes scheduling information, assignments, additional references and resources, and instructor notes. Links to course surveys, once available, are also found here.

Software & Plug-Ins

Software and Plug-in contains information and links to browser enhancing software that enables multi-media elements and other high-end functions to play on your computer. While the functionality in this site does not require any special software, some content may.

Course Bookmarks

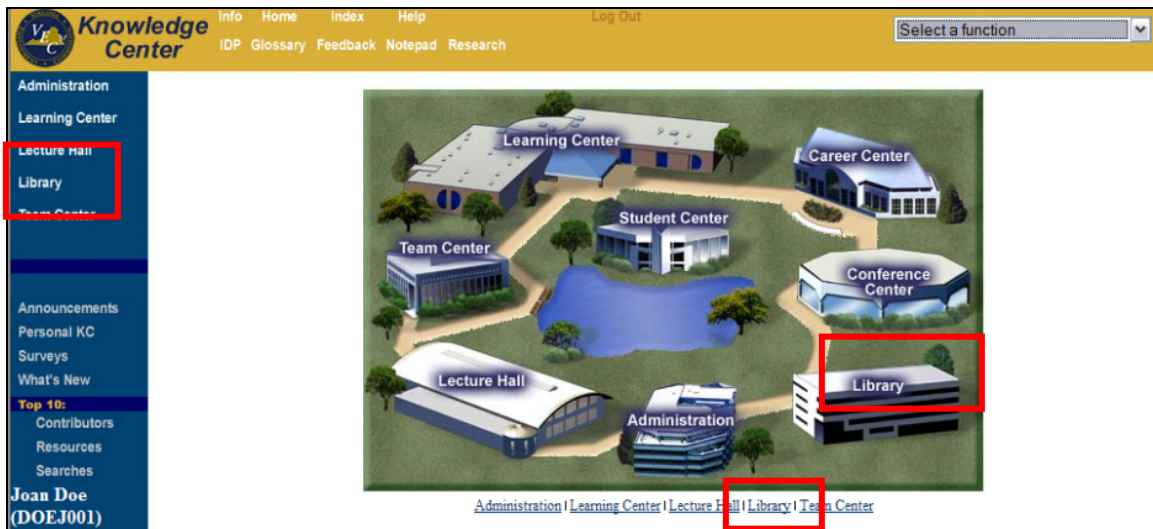
Course Bookmarks is a central location where a user can access bookmarks they have created for all learning object courses. While in a

learning object course, a user can tag a particular page and enter a name and description to be saved with that page. Bookmarks for a specific course are also available from the Lesson menu and from the course toolbar.

Library

The **Library** is the location for references, research materials, and links to information and learning resources. It also includes frequently asked questions and policy information.

Click: Library (Choose 1 of the 3 navigation shortcuts).



FAQs

Frequently Asked Questions (FAQs) is a compilation of common industry issues in the form of questions and responses. Questions may have multiple answers from different sources.

Periodicals

Periodicals are online magazines, newsletters, and newspapers. Information includes a summary and a link to the site.

Quick Sites

Quick Sites are shortcuts to key industry sites. Information includes a summary and a link to the site. There is also a link to submit a critique of any listed site.

Resources

Resources are pre-selected sources for online research. They are grouped by category and have summary information and a link to the web site.

Regulations & Policies

Regulations and Policies are industry-specific standards and guidelines. They are listed alphabetically with a description, source, author, and a link to the online document.

References

References are industry-specific files of various media that include articles, surveys, reports, etc. References are organized by topics, and include source, file type, and media type information and a link to the site. References can also be linked to learning object courses and accessed from the course.

To access **References** complete the following steps:

Step 1: To **search** for content, complete the search criteria located in the upper right hand corner of the screen and **click Search**.

Step 2: From the resulting list, **click** the information icon for details or

Step 3: **Click** the title to open the reference or

The screenshot shows the 'LIBRARY References' page. At the top right, there is a search box with 'Topic: All' and 'Keywords:' followed by a search button. Below this, instructions state: 'To search for content, complete the [search criteria](#), then click **Search**. From the resulting list of References, click the information icon for details or click the title to view the content in a new window.' A list of 4 records is shown, each with an information icon and a title: 'Learning Management System - CONTRACT # VA-040615 - MKSI', 'Musculoskeletal Disorders (MSDs) and Workplace Factors', 'The Free Dictionary/Thesaurus', and 'Wikipedia - Customer Service Resources'.

Step 4: **Click** the button icon to the left of the title to view the description of the reference.

This screenshot shows the same search interface as the previous one, but with a detailed view of a reference selected. The search criteria remain the same. The list of 6 records is shown. The 'Terrorism Toolkit' reference is highlighted. To its right, a detailed view is shown, including the title 'Terrorism Toolkit', a blue 'Add to Personal KC' button, and fields for Topic, Source, Document Number, File Type, and Media. It also includes a description, the date added by Kevin G. Vaughan, an average rating, a rating scale, and a comment box with a 'Rate It' button.

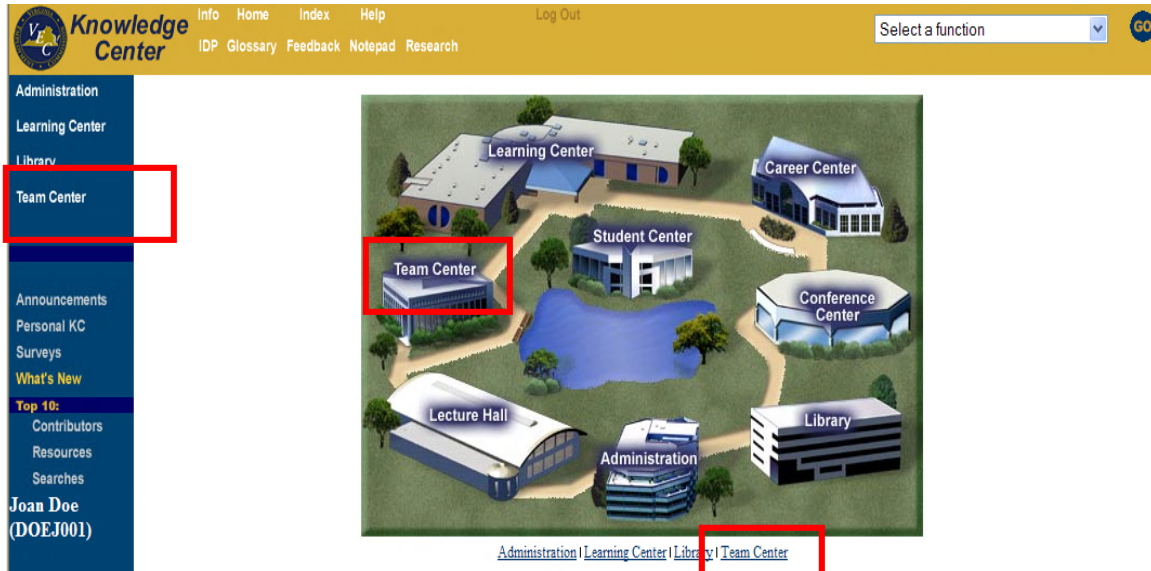
Team Center

The **Team Center** is a collaborative building where Team Rooms are managed and accessed by site users. In Team Rooms, users can share documents other resources, communicate via a BBS and chat room, and schedule group events on a shared calendar.

Team Rooms are collaborative areas for groups of people. A Team Room can be public (all can attend and contribute), moderated (all can attend, selected users can contribute), or private (selected users can attend and contribute). In a team room, there is a team calendar, a BBS, a chat room, and links to contributed content.

Team Room Management is where Team Rooms are created and Team Room Owners can manage and maintain the rooms that they have created, including access and membership and the room description and logo.

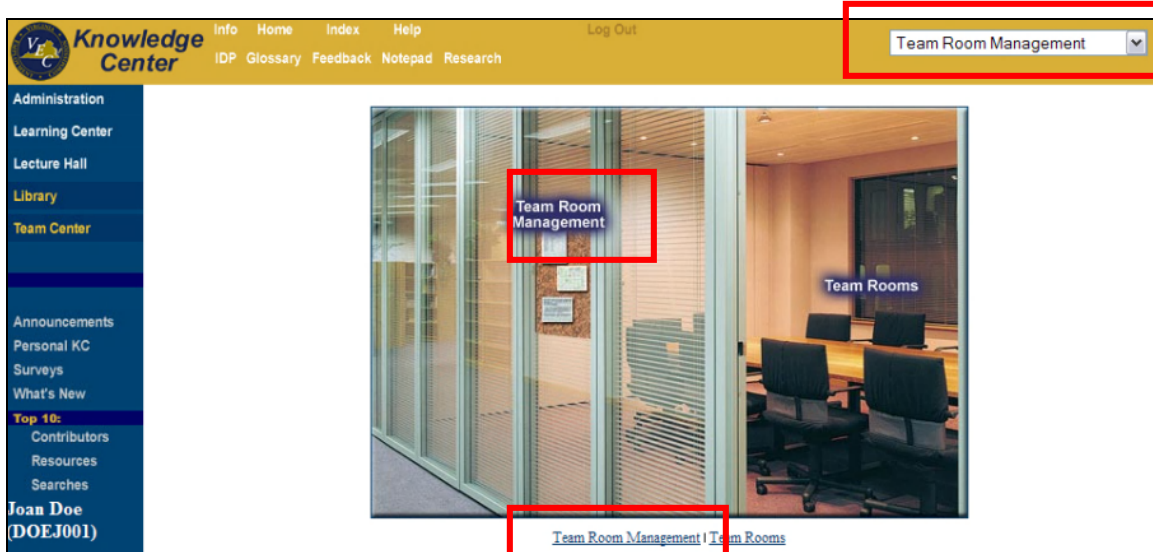
Click: Open Team Center



Team Room Management

From the Team Room Management screen you can create a new team room or make changes to an existing team room.

You can add or remove team owners, contributors, and members.



Click the Administer link. To close an existing team room, check the box next to the appropriate team room, and then click Close Team Rooms. To open an existing team room, check the box next to the appropriate team room, then

From the **Team Room Management** screen you can create a new team room or make changes to an existing team room. To create a Team Room follow the directions as noted on the screen.

Administration
Learning Center
Library
Team Center

Announcements
Personal KC
Surveys
What's New
Top 10:
Contributors
Resources
Searches
Admin
VECAADMIN
VECAA001

TEAM CENTER

Return to Team Center

Team Room Management

To create a new team room, click the Create New Team Room link. To make changes to an existing team room, click the Edit link. To add or remove team room owners, contributors, and members, click the Administer link. To close an existing team room, check the box next to the appropriate team room, then click **Close Team Rooms**. To open an existing team room, check the box next to the appropriate team room, then click **Open Team Rooms**.

Create New Team Room

Current Open Rooms

☐ Select All

<input type="checkbox"/> ASD Community Corrections (Private)	Edit Administer
<input type="checkbox"/> ASD Information Technology (Private)	Edit Administer
<input type="checkbox"/> DHRM - AHRS - Compensation Training (Private)	Edit Administer
<input type="checkbox"/> DHRM - AHRS Team (Private)	Edit Administer
<input type="checkbox"/> DHRM - ITECH Team (Private)	Edit Administer
<input type="checkbox"/> DHRM - PDS Team (Private)	Edit Administer
<input type="checkbox"/> DHRM - Procurement Staff (Private)	Edit Administer
<input type="checkbox"/> DHRM - Technology Training (Private)	Edit Administer

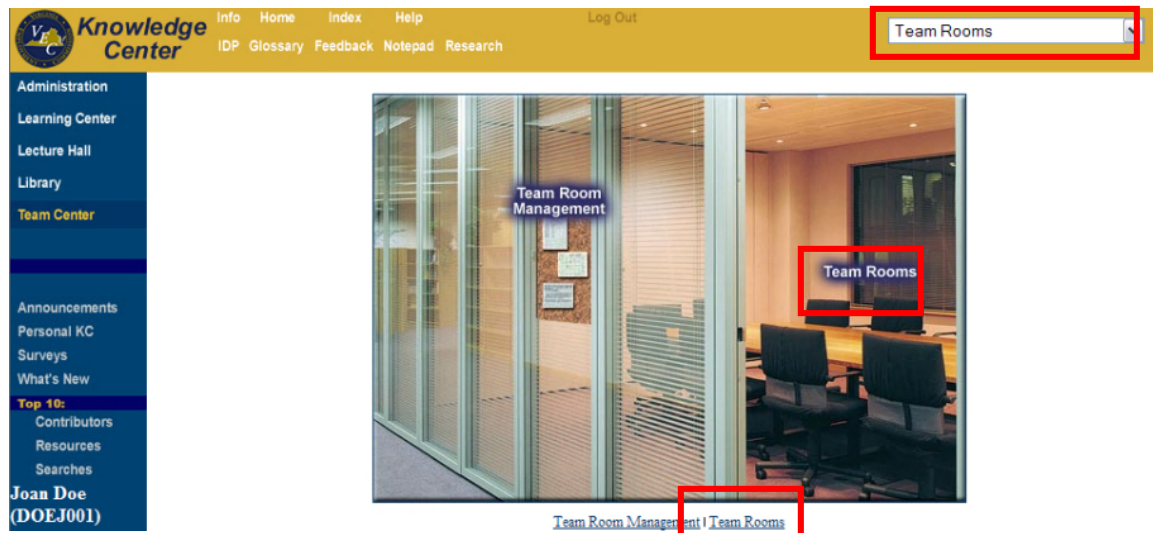
You can also add or remove team owners, contributors, and members.
Click the Administer link.

To close an existing team room, check the box next to the appropriate team room, and then **click Close Team Rooms** at the bottom of the alphabetical listing.

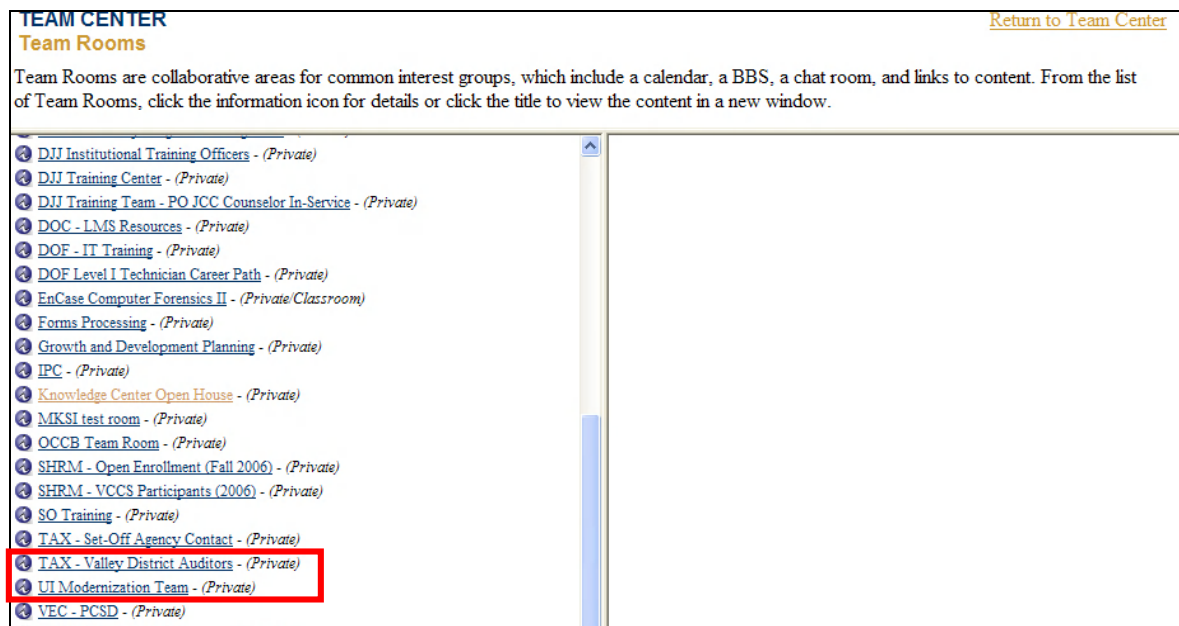
To open an existing team room, check the box next to the appropriate team room, then Click

Team Room

The **Team Room** houses content shared by all members attached to the Team Room. Documents, Presentations, Web Sites, and Linked Content (such as on-line courses or handbooks) can be made available to room members. In addition, users can communicate via BBS and a chat room. Group events can also be scheduled on a shared calendar.



Step 1: Click Team Rooms.



Step 2: Click on the Team Room title. We have chosen UI Modernization Team as the example. In addition, if you click on the

button located on the left side of the team room title a description of the room appears in the right hand pane.

Step 3: Click Content - Options category.

The screenshot shows the 'TEAMING CENTER' page for the 'Team Room - UI Modernization Team'. The left sidebar contains navigation links like 'Administration', 'Learning Center', 'Library', 'Team Center', 'Announcements', 'Personal KC', 'Surveys', 'What's New', 'Top 10', 'Contributors', 'Resources', 'Searches', and 'Admin'. The main content area displays room details: Room Type (Private), Description (UI Modernization Team), Owner(s) (Raymond McGugan, David Portner, Admin VECADMIN), Member(s) (Raymond McGugan, David Portner, Admin VECADMIN), and Contributor(s) (Dana Armentrout, Sandra Berryman, Nancy Broadus, Roy Bryant, Cheryl Crawford, Timothy Greenawalt, HUBERT HARRIS, Cynthia Hartley, Ronald Hudson). On the right, the 'Options' section is highlighted with a red box, showing links for 'Content', 'Calendar', 'BBS', and 'Chat'. Below it, the 'Email' section shows links for 'Owners', 'Contributors, Owners', and 'Members, Contributors, Owners'.

From this screen the user has access not only to the content but, if available, has access to the team room calendar, bulletin board, chat line, and e-mail capabilities.

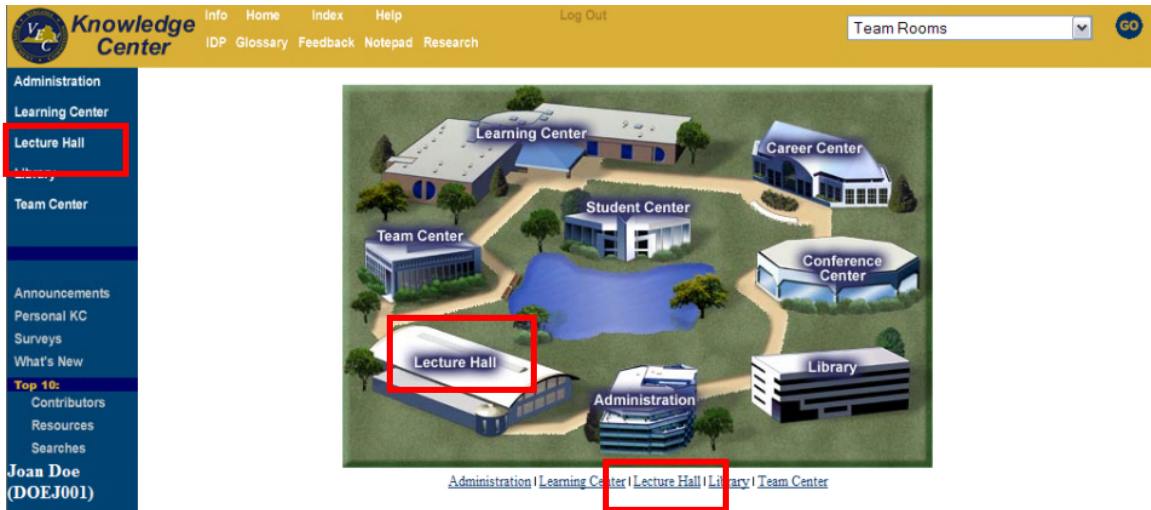
Step 4: Click the information button located on the left side of the title for content information or

Step 5: Click the underlined title to open the file.

The screenshot shows the 'TEAMING CENTER' page for 'Team Room Content'. The left sidebar is the same as in the previous screenshot. The main content area has a search bar with 'Keywords' and 'Content Type' dropdowns. Below the search bar, there is a list of documents. The document 'LMS User's Guide' is highlighted with a red box. To the right of the document list, there is a detailed view of the 'LMS User's Guide' document, showing its source (vecadmin), file type (Adobe Acrobat), file size (605.31kb), and a system overview. The document was added by Admin VECADMIN on 07/28/2006.

The Content area allows the user to add document, presentations, web sites and linked content.

Lecture Hall



Audio & Video Presentations

Audio & Video Presentations are live and/or archived audio and video materials. These materials may require a plug-in or special software to run. Check Software and Plug-ins in the Learning Center for the most commonly used ones.



Step 1: Click Audio & Video Presentations. All content will appear in the left pane.

LECTURE HALL
Audio & Video Presentations
Audio & Video Presentations are live and/or archived audio and video materials. From the list of Audio & Video Presentations, click the information icon for details or click the title to view the content in a new window.

12 records found.

[Manager Tools: Managerial Communications](#) [Audio]

[Manager Tools: More on Coaching](#) [Audio]

[Manager Tools: Giving Effective Feedback](#) [Audio]

[Manager Tools: Got Email?](#) [Audio]

[Manager Tools: Building a Network](#) [Audio]

[Manager Tools](#) [Audio]

[ValueOptions - This is Your EAP](#) [Video]

[Anthem - Take Care Roadshow](#) [Video]

[Manager Tools: Effective Meetings \(Part 1 of 3\)](#) [Audio]

[Manager Tools: Effective Meetings \(Part 2 of 3\)](#) [Audio]

[Manager Tools: Effective Meetings \(Part 3 of 3\)](#) [Audio]

[VITA - The Duhs of Security](#) [Video]

[Manager Tools: Managerial Communications](#)

Add to Personal KC

Topic: Management and Supervisory Development

Source: <http://www.manager-tools.com>

Plug-in/Player: mp3

System Requirements:

Length: 18 minutes

Size:

Manager Tools: Managerial Communications

Added by: [KEVIN G. VAUGHAN](#) on 11/01/2006

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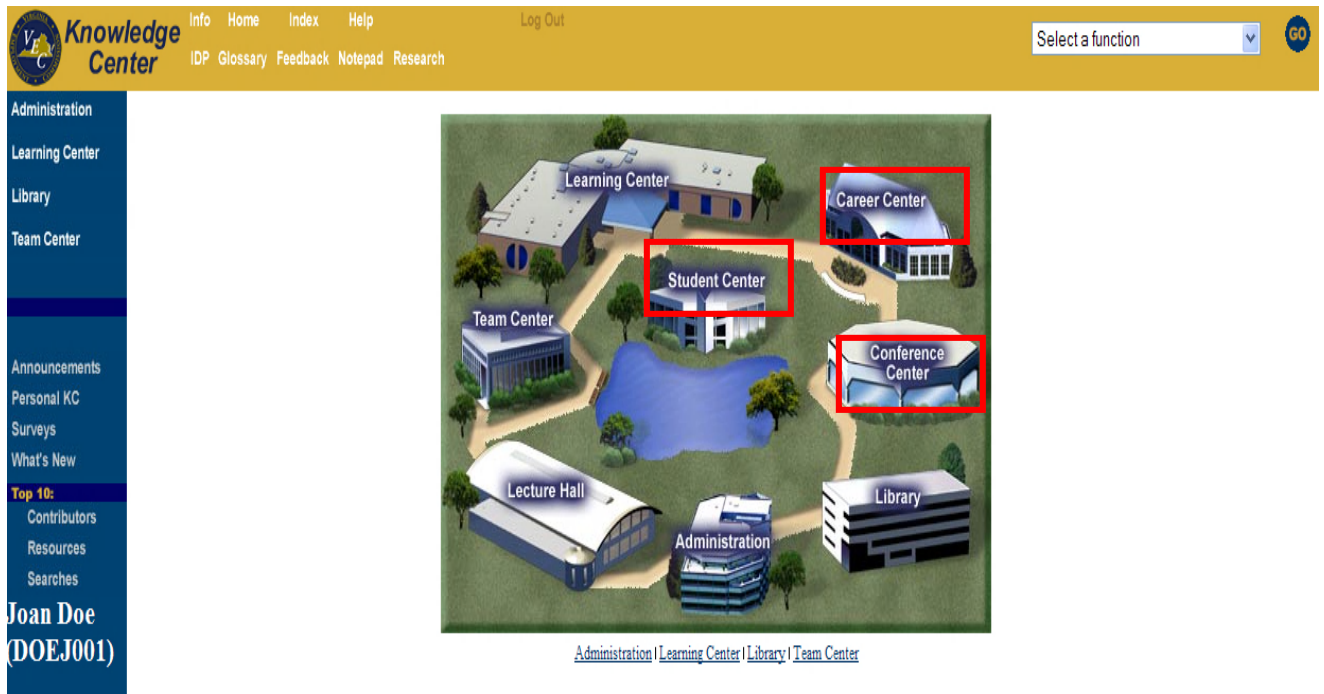
Step 2: Click the information button located on the left side of the title for content information or

Step 3: Click the underlined title to open the file. It may take several minutes for the video to open so please be patient.

Collaborative Areas

Collaborative Areas provide peer to peer and instructor to student interaction. Through the use of chat rooms, users can communicate with others in real time.

Additional Campus Locations



These campus buildings will be developed as needed:

Student Lounge

Conference Center

Career Center

For More Information...

For more information about the Knowledge
Center please contact:
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